High Level IOT SLA Compliance Summary MAY '06 AUG '05 OCT '05 DEC '05 MAR '06 OCT '06 DEC '06 MAY '07 NOV '05 APR '06 30, JUL AUG '06 SEP '06 90. AON **MAR '07** JUN '05 SEP '05 JAN '06 FEB '06 **ARP '07** FEB '07 JUL '05 JAN '07 1.0 1.1 1.2 1.3 Within Compliance 1.4 1.5 1.6 1.7 1.8 **Overall Rating** 1.9 Within "Acceptable" Tolerance 2.0 2.1 2.2 2.3 2.4 2.5 2.6 **Out of Compliance** 2.7 2.8 2.9 3.0